2011 Budget
Presentation to City Council
Budgeting for Outcomes
Orleans Parish Registrar of Voters

Department Vision

Orleans Parish Registrar of Voters' vision is to continue to safeguard the vote and serve as a symbol for customer-friendly, professional, efficient and effective public service; while evolving into a technologically smart agency serving as an "election hub" for the city and an "election nexus" for education/community outreach.

The Registrar of Voters' Office will:
- *Comply with Title 18 of the Louisiana Revised Statutes*
- *Maintain Quality, Trained, Professional Staff*
- *Access State-of-the-Art Equipment/Technology*

Contribution to Achieving the Result

Compliance with Election Laws & Quality Public Service

- Ensure election integrity and increased agency efficiency and effectiveness by attracting and sustaining mandated election staff and availing them to personal and professional growth opportunities.

- Utilize available technologically smart processes and practices to increase agency competency and accountability.

- Accessing available geographical information systems to visualize data that show relationships, patterns, and election trends to enhance customer service, office efficiency and effectiveness.

- Utilize essential technology and equipment in compliance with election laws to process election records.

Open & Effective Government

OPEN & EFFECTIVE GOVERNMENT

INTEGRITY	INTERNAL/ EXTERNAL CUSTOMER SERVICE	ALIGN PLANNING, BUDGETING, RESULTS	EFFECTIVE PARTNERSHIPS	BEST PRACTICES & INNOVATION

• Accurate & Thorough Reporting
• Clean Audits
• Data Integrity
• Fiscal Soundness
  – Credit Ratings
  – Adequate Reserves
  – Accurate Revenue Projections
• Transparency
	• Use Constituent Feedback for Better Results
	• High Quality Standards.
	• Equity, Fairness, Respectfulness
	• Consistent, Predictable, Accessible Information
	• Customer Outreach
	• Workforce Morale
	• Effective Media Relations
	• Quick, Easy Customer Access
	• Timely Responses
		• Long-Term Financial Plan (5 yrs)
		• Enterprise Priorities
		• Budgeting for Results
		• Balanced Budget
		• Agency Plans
		• Individual Performance Plan & Flexible Performance Agreements
		• Agency Financial & Performance Reports
		• Results Reviews
		  – Individual Reviews
		  – Mayor's Quarterly Reviews
		• Performance Audits
		• Customer Needs Analysis
			• Complementary Policies
			• Results Collaboration
			• Leveraged Resources
			• Strong Intergovernmental Relationships
			• Community Partnerships to Improve Results
				• Effective Recruiting & Retention
				• Culture of Creativity
				• Technical Assistance & Support
				• Tools & Techniques
				  – Technology
				  – Lean process Streamlining
				• Employee Training & Development
				• Innovative Approaches

Result Impacted
Open and Effective Government

Measures Impacted
- Compliance with mandated, continuous update of the statewide elections computer system (ERIN – Election and Registration Information Network)
- Compliance with the required number of staff commensurate with the Louisiana Revised State Statutes (R.S.59.2.A(2) & B)
- Improved customer service and satisfaction, in addition to improved program efficiency and effectiveness
- Increase workforce morale commensurate with high quality production standards
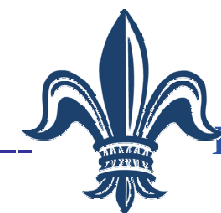
Strategies Impacted
- Increase office integrity, effectiveness, and efficiency in elections and voter registration processes by maintaining and using effective recruiting and retention methods to maintain and attract quality employees through staffing compliance, teaming, cross-training, employee advancement opportunities, and employing best elections strategies and practices.
- Ensure citizens' basic right to vote through compliance with Title 18 of the Louisiana Revised State Statutes – the Election Code
- Enhance customer service and satisfaction by expanding community partnerships, offering outstanding customer-friendly service, disseminating voter registration activities, etc.
- Collaborate with federal, state, cit departments, organizations, and agendas to utilize existing/upgraded (GIS) Geographical Information Systems to integrate hardware, software, and data for capturing, managing, analyzing, displaying, sharing elections related data, to include such mandates as delineating security district boundaries, polling locations, ward/precinct identification, reapportionment geographic boundaries, etc; and visualizing elections-related data to observe election trends.

Offer Ranking

Funded/ Not Funded	Result Team Rank	Department	Offer Title	Total GF Recommended	Other Funds Request	Total Recommended
Funded	29	Registrar of Voters	Efficient, Effective, Friendly Customer Service	480,000	-	480,000
Total Recommended Funding Level				480,000	-	480,000
Actual Funding after Smart Cuts				480,000		

Quantifying Results

Measure	2008 Actual	2009 Actual	2010 Projected	2011 Target
Maintain Quality and Sufficient Staff* to Increase Efficiency and Effectiveness with the Data Processing of Election Records	Non-Compliant 100% (received outside assistance from other parishes/SOS)	Compliant 100% (with less outside assistance from other parishes/SOS)	Compliant 100% (Compensatory time decreased)	Compliance 100% (anticipated decrease in compensatory time)
Compliance with Mandated, Timely Processing of Election Data (Title 18 of the Louisiana State Revised Statutes).	Compliant 100% (Outside Assistance/ Increased compensatory time)	Compliant 100% (Outside Assistance/ decreased compensatory time)	Compliant 100% (Compensatory time decreased)	Compliance 100% (anticipated compensatory time decrease)
Improved Customer Service and Satisfaction	NA	NA	NA	20% Increase
Increased Efficiency with Access to GIS Related Services	NA	NA	NA	20%

* Elections staff digitizes 100% of all incoming voter registration records daily. Election staff has digitized 100% of original voter registration records, nearly 700,000 during high-volume election cycles and the ongoing update of the ERIN system.

Innovations/Improvements in 2011

The Registrar of Voters' Office strives to improve services and practices outside and within the office to achieve desired results through:

⇨ Cooperative interactions with agencies, such as the postal system and the city governing authority to mail election materials, ballots, polling location changes, etc., more cost-effectively and timely.

⇨ Digitization of all voter registration records for easier access in the processing of election data and for the provision of services to the public, and additionally to safeguard during emergencies (i.e., Hurricane Katrina).

⇨ Expansion of education/community outreach endeavors by decentralizing services and multiplying existing outreach audiences.

Innovations/Improvements in 2011

⇨ Streamlining and implementation of early/absentee voting procedures and practices that result in increased office efficiency/effectiveness and enhanced customer services.

⇨ Design and implementation of staff training programs and staff participation in continuing education election programs that improve staff knowledge and promote quality service.

⇨ Expansion of the 65+ program (65+ Club) that encourages the participation of seniors in the election process with their automatic receipt of mail ballots through 2079 or until the opt out of the program (Community Outreach).

⇨ Increased communication and teaming among election agencies at the local, state, and national levels to improve election processes and knowledge.

Innovations/Improvements in 2011

⇨ Dissemination of election information to community groups, city and state government, other agencies, etc.

⇨ Continued compliance of election laws.